



Looking into your dispute

Utilities Disputes can help resolve disputes about **accessing shared property to install broadband**. We call these disputes Broadband Shared Property Access Disputes (BSPAD).

Here's what we do:



We check your dispute is one we can look into

We look into disputes about whether:



- A company has a right of access to a property to install broadband equipment
- An affected person's objections to the right of access are valid
- A company has done what it should when using a right of access

We cannot look into disputes about:



- Delayed installations
- The conduct of a telecommunications retailer
- The speed of your internet
- Customer service

If we are not going to look into your dispute, we will tell you why. We will also tell you about other choices you may have for dealing with your dispute.

We give the people affected by the installation the opportunity to be involved

When we can look into a dispute, we will give other affected parties an opportunity to get involved. There may be a short delay after you have referred a dispute to us while we give others an opportunity to register their interest.

We treat disputes with multiple parties as a single dispute.



We investigate your dispute



We may ask you to send us information to support the dispute. We will share any information we receive with all parties to the dispute. You do not have to give the information we request, but not giving information may be grounds to stop the investigation, or the Commissioner may make a decision on the information available.

We will facilitate a meeting between the parties to discuss the dispute, usually over the phone. This is an opportunity to resolve the dispute between the parties.

The Commissioner can make a determination

If the dispute is not resolved after facilitation, the Commissioner will make a determination. This involves:

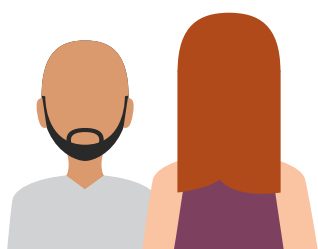
- Seeking submissions from each party on their views (this may be over the phone or in writing)
- Seeking further information necessary for the Commissioner to make a determination

First, the Commissioner will issue a preliminary decision. All parties to the dispute will have an opportunity to comment on the preliminary decision.

If parties accept the preliminary decision, we will close the file. If one or more parties reject the preliminary decision, the Commissioner will issue a determination.

A party to the dispute who is not a company (such as the person who requested broadband, or the person affected by the access request) does not have to accept the Commissioner's determination. However, a decision will become binding unless the person refers the dispute to a District Court within five working days of the determination.

Utilities Disputes resolves disputes about electricity, gas, water, and access to shared property for broadband installations.



Contact Utilities Disputes

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